



July 2010

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Recently, you may have been informed by General Motors of the safety recall on your vehicle regarding interference between the driver's floor mat and the accelerator pedal. This letter is to inform you that we now have a repair to correct this condition.

The Pontiac Vibe was manufactured by New United Motor Manufacturing (NUMMI), a joint venture between Toyota and GM.

Toyota has decided that a defect, which relates to motor vehicle safety, exists in all 2009 and 2010 model year Pontiac Vibe vehicles.

As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2009 or 2010 model year Pontiac Vibe is involved in safety recall 10038.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at no charge.

Why is your vehicle being recalled?

In your vehicle, there is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to stick in the wide open (depressed) position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury, or death. Toyota has determined that this condition does not exist in vehicles in which the carpeted or original equipment driver side floor mat is compatible with the vehicle and properly secured.

What will we do?

To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, your GM dealer will modify the accelerator pedal and the floor surface in the driver's foot-well.



2480311

If your vehicle is equipped with a set of Pontiac Vibe All Weather Floor Mat (AWFM) (see above), the driver's side mat will be replaced. All this will be performed for you at no charge.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour and 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Until these important remedies are completed, we request that you take out ***any removable*** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the recall remedy has been performed on your vehicle. ***If you have a Pontiac Vibe AWMF, please inform your dealer and bring it to the dealership at the time of your service appointment.***

In the event that you choose not to take out your removable floor mat, GM strongly recommends that you ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another.

What should you do if you experience accelerator pedal interference?

Should your vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference. If this occurs, GM recommends that you take the following actions:

- First, if it is possible and safe to do so, pull back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle.
- If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do NOT pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.
- Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road and turn off the engine.
- If you are unable to put the vehicle in Neutral, turn the ignition key to the ACC position to turn off the engine. Do NOT remove the key from the ignition as this will lock the steering wheel. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.

Please place this letter in your Owner Manual for future reference.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center. Your satisfaction is extremely important to us. In the event that you are not satisfied with the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered to you at no charge.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson
Director,
Customer and Relationship Services